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ABSTRACT

This simulation is intended for use as a culminating activity after students have been exposed to personal and/or business letter writing, use of reference manuals, typing of letters, mailing procedures, typing of numbers, punctuation practice, and filing procedures. Stated objectives are to enable students to type a mailable letter; to inspect, index, and file incoming and outgoing letters; and to evaluate received letters as mailable or unmailable. Instructions to the teacher include an evaluation scale, time limit, objectives, and equipment and supplies. Instructions to students provide information on their responsibility to compose outgoing correspondence and answer incoming mail and a detailed list of instructions to complete the simulation. Materials are provided for simulations involving 10 different companies by which the students are "employed": bank, restaurant, office supply company, utility firm (gas, electricity, and water), hotel and motel service, airline ticket office, attorney's office, real estate firm, insurance company, and building contractor. (YLB)

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WRITTEN COMMUNICATIONS SIMULATION

INSTRUCTIONS TO THE TEACHER

This Written Communications Simulation may be used as a culminating activity after students have been exposed to personal and/or business letterwriting, use of reference manuals, typing of letters, mailing procedures, typing of numbers, punctuation practice, and filing procedures. It is suggested that the instructor review the simulation and acquaint the students with unfamiliar terminology.

Each student is assigned to one of ten companies. Ideally, two students should be assigned to each company. Two students should be assigned to the office supply company; that company has more responsibilities than the others. It must reproduce the letterhead stationery for the other nine companies, send bills (if you desire to include these) and write the assigned letters.

The letters should be written in the order they are given. This will insure that all companies will start receiving letters at about the same time. If a student receives a letter that is unclear, a clarifying telephone call or another letter will be needed. Before starting the simulation, have students write a short paper on the services or products of their companies. If you find that one company has too much work, ask a student whose company has a light work load to apply for a job at the overworked company. A letter of application should be written to the personnel department of the company to which the student is applying.

Have students produce letters on microcomputers and make one additional copy for the files. This work situation will be especially helpful for evaluation purposes. Each student who receives a letter must evaluate the letter using the following evaluation scale.

EVALUATION SCALE

An unmailable letter should receive a "0." A mailable letter with minor errors, such as improper spacing between letter parts or words, should receive a "1." A mailable letter should receive a "2." At the end of the project, the points should be tallied and a scale devised.

TIME

The simulation should last about one week. It could last longer if other items such as writing a report on activities, rewriting and typing all unmailable letters, or other activities are integrated into the simulation.

OBJECTIVES

Upon the completion of the simulation, the student will be able to:

1. Compose and type a mailable letter with 100 percent accuracy in typing, spelling, punctuation, and form.

2. Inspect, index, and file each incoming and outgoing letter correctly.

3. Evaluate each letter received by a company and mark it mailable or unmailable according to the established criteria.

EQUIPMENT AND SUPPLIES

--Microcomputers
--Word Processing Software
--Letterhead (student designed)
--Checks and invoices (sample enclosed)

WRITTEN COMMUNICATIONS SIMULATION

INSTRUCTIONS TO THE STUDENT

You are employed by one of ten companies in your city. Your primary responsibilities consist of composing outgoing correspondence and answering incoming mail. You may share these responsibilities with another employee. If you do, divide the work load.

Each letter you write and receive will be evaluated on the basis of content, interest to the reader, and mailability (correctness of form, grammar, and punctuation). Make sure you understand the evaluation scale.

Follow these instructions as you complete this simulation:

1. Select a name, location (address), and telephone number for your company.

2. On **ten** 3 x 5 index cards, type your company's name, address, and telephone number. Include a brief description of your company's services and products. These cards are to be distributed to your clients.

3. Design a letterhead, then request 15 sheets from the supply company. Be sure to enclose your design with the letter you send.

4. Prepare a mailbox for your company. A file folder box or stationery box approximately 9 x 12 inches will be suitable. Put the name and address of your company on the mailbox.

5. Decide on a name for your employer and sign all letters with the chosen name. If you are going to be the employer, you may use your name. Make sure no letter leaves your office without a signature.

6. Make one copy or an additional printout of each letter to keep in your company's correspondence file. Label a folder with your company's name and "Incoming and Outgoing Correspondence."

7. All incoming letters should be labeled with the time and date of receipt. Below the time and date, initial the letter.

8. If you enclose any checks, use the necessary forms.

9. You will decide upon prices and company policies. You should keep a list of your policies so you will treat all companies fairly.

10. Remember to follow the requirements of good letter writing. Do not create a poor image of your company by having misspelled words, incorrect grammar, punctuation, or sentence structure, or incomplete details.

11. After you have written a letter, place it in the appropriate mailbox. Do not leave mail in your box overnight.

12. If you are using envelopes in your simulations, all letters are to be folded and inserted properly in the envelopes. Refer to a reference manual if you need assistance.

STATEMENT

DATE _____ 19__

Please detach and return upper portion with remittance.
Amount Enclosed $_____

DATE	CHARGES AND CREDITS	BALANCE

Your Check is Your Receipt

805
66-01/999

_____ 19____

PAY TO THE
ORDER OF _____ $_____

_____ DOLLARS

SPECIMEN/NON-NEGOTIABLE

B&T COMMUNITY BANK & TRUST CO.
ONE FISHER PLAZA
ARRINGTON, N. C. 28000

FOR _____

:0999 0001: :013 0000145:

504
66-01/999

_____ 19____

PAY
TO THE
ORDER OF _____ $_____

_____ DOLLARS

SPECIMEN/NON-NEGOTIABLE

B&T COMMUNITY BANK & TRUST CO.
ONE FISHER PLAZA
ARRINGTON, N. C. 28000

FOR _____ _____

:0999 0001: :013 0002125"

BANK

1. Write a letter to the office supply company requesting letterhead stationery. Be sure to ask the cost and enclose a model copy of the letterhead.

2. Send a letter to the building contractor stating that an error of $75 was made on your last statement from the company. Inform the company that you have corrected the error on your records.

3. Two weeks from next Tuesday, a member of your company would like to take a trip to New York. Write a letter to the airline ticket office and make reservations for the trip. Give specific date, departure time, and return time.

4. Your office is interested in purchasing a number of micro-computers. Write a letter to the office supply company. Ask the company to send a sales representative to your office to discuss the purchase of the needed equipment.

5. Your office is considering the purchase of additional fire insurance. Write a letter to the insurance company. Request that the company send a representative to discuss your plans.

6. Your office is considering the purchase of additional property as a future building site. Write a letter to the real estate firm. Give an approximate location of where your interest in property is so that a representative from the real estate firm may be better prepared to help you; then request a visit from a representative to discuss this matter with you.

7. Send a letter to your attorney asking why you have not received the contract about the purchase of a building at 32 Main Street. The contract should have been mailed to you three months ago (give exact date).

8. Twenty-five business associates from your home office will meet at your office to attend a conference next Friday. Write a letter to the hotel/motel service; reserve 25 single rooms for Thursday and Friday nights. Reserve a room for dinner on Friday night. A meeting will be held after the dinner; the meeting will last until approximately 10:00 p.m.

9. Your office has purchased the microcomputers about which you inquired in #4 above. You wish to revamp your office. Write a letter to the utility company. Ask if the company can devise a wire management plan so that electrical cords and wires are hidden. In addition, you wish some help from them in controlling the temperature and humidity in your office.

RESTAURANT

1. Write a letter to the office supply company to request letterhead stationery. Be sure to ask the cost and enclose a model copy of the letterhead.

2. Your company would like to build an addition to your restaurant. Send a letter to the contractor. Ask that a representative be sent to your office to discuss this addition.

3. The airline ticket office charged you $55 for a one-way ticket to Myrtle Beach, South Carolina. The cost should have been $43. Write the airline ticket office a letter. Explain the situation (where you bought the ticket, when, etc.). Ask for an adjustment.

4. Your restaurant would like printed menus. Write a letter to the office supply company. Ask for a price list for this service. Specify the type of menu you would like--printing on both sides, book-like menu, etc.

5. Your restaurant suffered small smoke damage from a fire in the kitchen. You notified the insurance company of your $500 loss three months ago, but you have not received a check to cover the damage. Ask for an explanation. Encourage the company to send the check.

6. Send a letter to your attorney. Ask the attorney to assume the responsibility of collecting a bill for $500 from the hotel that is 90 days past due.

7. Your restaurant would like to change from electric to electronic ovens. Write a letter to the utility company asking for the necessary information to make the conversion.

8. Your restaurant will need additional funds to handle the cost of the conversion from electric to electronic ovens. In your letter to the bank, ask for an appointment to discuss the financing.

9. Your local restaurant association is having a convention. You will need hotel/motel reservations for 30 people and a meeting room for two days. Write a letter to make the necessary reservations for 30 single rooms and the meeting room. Remember to include specific dates and times.

10. Since you are planning to build an addition to your restaurant, you will need to purchase additional property. Write your real estate agent. Ask what land is available near your business. Ask for an estimate of cost.

OFFICE SUPPLY COMPANY

1. Answer the requests of the companies for letterhead stationery. Be sure to include the cost of your services and the payment date. Check with your instructor to see if you should include an invoice. If so, set up a filing system for your customers.

2. The restaurant has requested supplies on a credit basis. Write your bank. Ask the credit manager if the restaurant is a good credit risk. Ask to have specific examples or a computer printout sent to you.

3. You wish to remodel your offices. Ask the building contractor to visit you. Indicate in your letter that models should be brought for your inspection.

4. Write a letter to the utility firm. Ask the firm to make the necessary connections for the remodeling of your present offices.

5. In addition to remodeling your present offices, you wish to construct a branch office in Greensboro, North Carolina. Write the real estate firm; ask for help in finding a suitable location in Greensboro. After investigating the Greensboro area, a representative from the firm should visit you with details.

6. You need to send a number of boxes of supplies to out-of-town locations. Write to the United Parcel Service office; ask for a schedule of prices for air freight.

7. Write a letter to your attorney. Request representation in the purchase of the land in Greensboro. You will also need legal papers drawn for the addition to your present offices.

8. Your company will need insurance on the new building in Greensboro and on your remodeled offices. Write the insurance company; explain your needs, then ask for a representataive to bring your insurance up to date.

9. A business executive is arriving Wednesday of next week. Write a letter to the hotel and reserve a single room for two nights. Call the restaurant and make a reservation for four for Wednesday at 7:30 p.m. Write a memo confirming the phone conversation and giving details of the dinner reservations.

UTILITY FIRM
GAS, ELECTRICITY, AND WATER

1. Write a letter to the office supply company; request letterhead stationery. Be sure to ask the cost and enclose a model copy of the letterhead.

2. Your company is unhappy with its present bank. Write a letter to the bank and request information concerning business checking accounts. Indicate that your company would like two accounts: one for payroll and one for general purposes.

3. Your firm wishes to have a banquet to honor an employee who is retiring. Make arrangements by phone with the local restaurant for this banquet. Thirty persons will attend. Write a memo confirming the phone conversation and giving details of the banquet plans.

4. Next Monday your employer wishes to fly to Jacksonville, Florida, to attend a three-day convention. Make round-trip reservations for your employer.

5. Your company needs 300 double-sided, double density, soft sector diskettes to use with some new microcomputers which were recently purchased. Order these diskettes from the office supply company. Ask for a price list of the company's supplies.

6. The building contractor has not paid his bill for $782. You have written previously about this matter. Write the contractor again in an attempt to collect the money.

7. Write the real estate firm about a possible building site for a new warehouse. Water purification chemicals and equipment will be stored in the new warehouse.

8. Inform your attorney that you are having difficulty collecting a bill for $782 from the contractor. Indicate that you have sent a second notice of delinquency. Ask the attorney to be prepared to handle the matter for you if you do not receive a check from the contractor within a week.

9. The insurance company has asked you to turn on gas, electricity, and water at its new building. Indicate that you are unable to do this until you receive notification from the city inspector.

HOTEL AND MOTEL SERVICE

1. Write a letter to the office supply company; request letterhead stationery. Be sure to ask the cost and enclose a model copy of the letterhead.

2. Your hotel wishes to refurnish 25 rooms. Write a letter to your bank. Ask for an appointment. In the letter, inform the bank of your intent. Indicate that you wish financing on this project.

3. A convention is being held at your hotel the second weekend from now--Friday afternoon until Sunday afternoon. Write to the restaurant to see if you may obtain catering services for all meals for 250 people. Be sure to suggest menus; give a price limitation for each kind of meal--breakfast, lunch, dinner.

4. Your hotel has revised its room rates. You would like the office supply company to print 2,000 new rate cards. Write a letter to the office supply company; ask that the new cards be printed. Ask for a price quotation. Enclose a model of the room rate card.

5. Write the airline ticket office; ask for a flight schedule to be used at the hotel.

6. Your hotel needs some repairs. Write the building contractor to ask if the company will handle the necessary repair work. Many of your rooms need new paneling, carpeting, and lighting fixtures.

7. Write to your attorney; ask if the firm will handle the legal papers needed for the repairs. These papers should include the specifications of the contract.

8. You wish to sell a plot of land on which you had intended to construct another hotel. Contact the real estate company about handling the sale of the property.

9. Write a letter to the utility firm; ask for the firm's services to complete the necessary electrical work caused by the repairs.

10. Because of the repairs, the value of your hotel will increase. Write to the insurance company; ask for a representataive to discuss additional insurance.

AIRLINE TICKET OFFICE

1. Write a letter to the office supply company requesting letterhead stationery. Be sure to ask the cost and enclose a model copy of the letterhead.

2. Your contractor billed you $560 for the addition that was made to your office. The cost should have been $450. Write a letter to the company; explain the error and ask for a corrected invoice.

3. Write to your attorney; ask for representation in a case that is being filed against your company. A lady is suing your office for negligence; she fell on ice in front of your office. She feels her injuries are major; you feel they are minor.

4. A group of airline officials will arrive next Friday. Call the restaurant and make dinner reservations for 10. Write a memo confirming the details of the reservations.

5. Your office wants to install a new sign in front of the building. Write to the utility company; ask for the necessary electrical connections for the sign. Ask for the cost of installation.

6. The bank made a $568 error on your bank statement. One deposit was not recorded. Write the bank; ask that this error be corrected.

7. Write to the motel; ask for reservations for 25 executives who will be arriving in your city on Friday of next week. They will be staying 3 nights.

8. Your office sent the real estate company a bill for $344 for tickets purchased for a New York trip. The bill is 5 months overdue. Write a letter; request payment within the next 5 days.

9. The new sign you are installing is rather expensive. Write the insurance company; ask for additional insurance on your property.

10. All of your vending machines were damaged by vandalism last week. Since you had purchased rather than leased these machines, you must contact the insurance company about paying you for the damages. Write for the necessary forms in order to collect payment from the insurance company.

ATTORNEY'S OFFICE

1. Write a letter to the office supply company; request letterhead stationery. Be sure to ask the cost and enclose a model copy of the letterhead.

2. Your employer needs information about the credit standing of the real estate firm. Write a letter to the bank to find out about the client's financial standing.

3. Your employer wishes to rent an apartment in or near your city. Write the real estate firm; ask what apartments are available in the $450-$600 range. Ask about the features of the apartments and what utilities are furnished.

4. Next week, 10 business associates will arrive for a convention. Make hotel reservations for 3 days.

5. The contractor asked you to speak at a construction firm luncheon next Friday. Because of a prior commitment, you will be unable to do so. Write a letter explaining why you cannot speak.

6. Your employer wishes to entertain several friends at a dinner party. Make dinner reservations by phone for 8 at the restaurant for next Thursday night. Remember to specify the time. Write a memo confirming all details of the arrangements.

7. Next week your employer will be flying to New York for a 3-day meeting. Make airline reservations for a round-trip evening flight.

8. You wish to raise the insurance coverage for your office. Write to the insurance company. Obtain an opinion as to how much additional coverage will be needed. Make an appointment to see an insurance representative.

9. Your office utility bill of $354 for this month has been paid, but the utility company notified you that your utilities would be cut off if the bill were not paid in 3 days. Inform the company of the mistake; include the number of the check that was used for payment.

REAL ESTATE FIRM

1. Write a letter to the office supply company; request letterhead stationery. Be sure to ask the cost and enclose a model copy of the letterhead.

2. Write a letter to the bank; request a statement of interest paid last year. You need this form for income tax purposes. As this form was requested 3 months ago, this will be your second request.

3. An important client is going to speak with your employer concerning the purchase of a large track of land. Your employer wishes to entertain the client with dinner. Make reservations by phone for 2 at the restaurant for next Monday evening. Write a memo confirming details of the dinner reservations. Since the client is from out-of-town, make hotel reservations for Monday and Tuesday nights.

4. Your employer has reservations for a flight to Norfolk Friday of next week; however, the appointment in Norfolk was canceled by a business associate there. Write a letter to the airline ticket office to cancel the flight reservations; it was scheduled for 8:30 a.m. Ask for a refund for the ticket. Don't forget to enclose the ticket.

5. Your office wishes to purchase several new microcomputers. Write to the office supply company; ask that a sales representative be sent to your office to discuss this purchase.

6. The insurance firm owes your employer $1,589. Even though the firm has been notified many times, it still has not paid the bill. Write a letter to your lawyer; ask for help in handling the necessary legal work involved to force payment of the bill. Write the insurance firm; state that you have asked your attorney to handle collection of the bill.

7. From the office supply company, order 2 dozen printer ribbons (IBM 101000); 18 reams of white copy paper, 8 1/2 x 11 (No. 20), and 6 dozen pencils (No. 2). Ask the company to rush the order; you need it immediately.

8. Invite the contractor to lunch with you on Wednesday of next week. Let it be known that you wish to discuss business at the lunch meeting.

9. Your office received a bill from the utility firm. This bill should be $78.90; it is $98.90. Ask the utility firm to check its records and correct the error.

INSURANCE COMPANY

1. Write a letter to the office supply company; request letterhead stationery. Be sure to ask the cost and enclose a model copy of the letterhead.

2. Write the real estate firm in an effort to collect an outstanding bill of $1,098. It is more than 30 days past due.

3. Your firm received a canceled check along with the monthly statement from the bank. The check was not issued by your company. Write the bank about this error. Return the check with your letter and give the date of the statement.

4. Your firm is going to hold its annual sales banquet for 300 people next month. Make reservations at the restaurant for the banquet. Suggest a menu and ask for a price list.

5. Send a thank you letter to the attorney for speaking at your sales conference last week. The topic was "The Psychology of Sales."

6. Your office needs 4,000 blank insurance policies. Write the office supply company; ask that the blank forms be sent to you. Request that someone at the office supply company call you about prices and delivery dates.

7. Send a sales letter to the utility firm's officers; emphasize the need for fire insurance on their new building.

8. Next month, all of your executives will fly to a national sales conference (you decide upon location). Write the airline ticket office to reserve 20 tickets. Ask for a confirmation by mail.

9. Send a sales letter to the president of the hotel/motel. Encourage an increase in insurance coverage on the president's private home.

10. The building contractor charged you $9,478 for adding an extra room to your offices; the contract you signed with the contractor was for $9,178. Write concerning this discrepancy.

11. You wish to modernize your reprographics (reproducing--copying, printing, etc.,) equipment. Write to the office supply company; indicate your desire. Ask for an appointment to look at and discuss the new equipment.

BUILDING CONTRACTOR

1. Write a letter to the office supply company; request letterhead stationery. Be sure to ask the cost and enclose a model copy of the letterhead.

2. Your company would like to secure a $600,000 loan from the bank. Write the bank; make an appointment to discuss the loan.

3. Your company will be having a luncheon for 30 architects 2 weeks from today. Write the restaurant to see if your group can be accommodated. Ask about cost.

4. Write the airline office to see if your luggage has been located; it was lost between Atlanta and your city 2 weeks ago. Ask about the insurance coverage on lost luggage.

5. Your company needs a new copier. Write the office supply company; ask for prices and other information concerned with photocopying equipment. Check on the guarantee and service contract.

6. Write your attorney about the building contract you should have signed already. It is for 20 houses which you sold to the real estate firm.

7. Ask the utility firm to send a representative to check your electrical meters. Your company's electrical bill seems to be too high for the amount of electricity you use.

8. Make hotel reservations for a friend who will be arriving in your city next week. Indicate the length of stay.

9. Make an appointment with your real estate agent to discuss the purchase of a considerable amount of land for building a shopping center complex.